

CSC Adopted: October 2001, CSC Revised: _____**Class Title: Public Safety Telecommunicator II****BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Responds to requests for police, fire, and emergency medical services via multi-line telephones, including 911 lines and computer-aided dispatch (CAD). These include emergency and non-emergency calls. Operates various telecommunications equipment to dispatch public safety units and monitor radios and telephone calls. Simultaneously attends to telephone and radio system while entering and extracting data from computer systems.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Responds to emergency requests by answering multi-line telephones, including 911 lines and computer-aided dispatch (CAD), determining the caller's needs and giving advice, sending information to dispatcher, and verifying information given by caller.
2	S	Dispatches police, fire, towing companies, and emergency medical service units by relaying information to street units, verifying information, following up with callers, and monitoring radio transmission.
3	S	Provides additional assistance to personnel, citizens, and the general public by searching for warrants, locating phone numbers and addresses, contacting outside agencies regarding power failures or gas leaks or other issues, and using the computer to access DMV records, gun licenses, and other relevant information.
4	S	May performs other duties by scheduling, supervising, and training employees, attending training classes, conducting tours, educating the public, and providing emergency services during inclement weather.

CSC Adopted: October 2001, CSC Revised: _____**CLASS REQUIREMENTS:**

CLASS REQUIREMENTS	
Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with six months/one year of advanced study or training past the high school equivalency. Junior college, vocational, business, technical or correspondence schools are likely sources.
Experience	One year of experience as a Public Safety Telecommunicator I.
Certifications and Other Requirements	VCIN/NCIC, CPR, Department of Criminal Justice, Emergency Medical Dispatch, Typing 30 WPM
Reading	Work requires the ability to read technical manuals, Emergency Medical Dispatch cards, maps, and directories.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write correspondence and dictation.
Managerial	N/A
Budget Responsibility	N/A
Supervisory / Organizational Control	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
Complexity	Work involves choices of action within limits set by standard practices and procedures. Professional judgment is required to apply the proper course of action.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

CSC Adopted: October 2001, CSC Revised: _____**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	R	Copier, fax machine, training, from station to station, at console, reviewing maps, reference books and relaying information, checking warrants
Sitting	C	Computer, desk work, answering telephone at console
Walking	O	Inter-office, from station to station, to/from checking warrants
Lifting	O	Office supplies, files, reports, headset, flashlight, maps, directories, books, manuals, hand-held radio, telephones
Carrying	O	Office supplies, files, reports, headset, flashlight, maps, directories, books, manuals, hand-held radio, telephones
Pushing/Pulling	O	Radio console operation, chairs, tables
Reaching	C	Fire/Rescue radio console operation, buttons on telephone, to dispatch console, to reference materials
Handling	C	Office supplies, files, reports, headset, flashlight, maps, directories, books, manuals, hand-held radio, telephones
Fine Dexterity	C	Computer keyboard, answering telephone at console, dispatching, paging system, writing
Kneeling	R	Operation of foot pedals, CPR training
Crouching	N	
Crawling	R	Equipment maintenance under console
Bending	O	Reaching appropriate equipment or tools, at console
Twisting	O	Reaching appropriate equipment
Climbing	R	Ladder, stairs to/from building
Balancing	R	While on ladder
Vision	C	Computer, desk work, filing, answering telephones, dispatching
Hearing	C	Telephone, radio, dispatching, co-workers, supervisors, caller information, police, fire or other medical emergency team member, meetings
Talking	C	Telephone, radio, dispatching, co-workers, supervisors, caller, police, fire or other medical emergency team member
Foot Controls	C	Dispatching equipment
Other (specify)	F	Life and death stress situations

CSC Adopted: **October 2001**, CSC Revised: _____**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Multi-line telephone console, Motorola radio console, EMD (Emergency Medical Dispatch) Pre-arrival cards, NAWAS Phone (Weather Alert and High Priority Lines), headsets, Dictaphone recorders, hand held portable radio, dispatch map book, city directories, city phone listings, cross reference directories, console emergency contact books, maps, copy machine, fax machine, NCIC printer (NRDB), ANI (Automated number locator), ALI (Automated location indicator) printer, city wide emergency contact book (Supervisors console (5)), CAD (computer aided dispatch) manual, Hazmat contact and product identification book, NFPS (Norfolk Fire paramedical services) fire demand zone book, Public Safety activity code list, TDD (Telephone Device for the Deaf) keyboard, Paper trimmer, paper shredder, chairs, wrecker sheet, evacuation boxes, flashlights, training tools: TV, VCR, tapes, videos, VCIN (Virginia Criminal Information Network) book, NCIC (National Crime Information Center) book, NFPS complaint and incident card, NFPS Rolodex, Standard Microsoft Windows and Office software, CAD, Pistol 2000, GLINK (Out of State inquiries), Sims II, Snap personal computer, PRC, interfaces and software for all described programs, Internet/Intranet

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	D
Chemical Hazards	N	Extreme Temperatures	S
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	M
Explosives	N	Wetness/Humidity	N
Communicable Diseases	S	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	--
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	X

(1)

(2) Communications Center

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	F
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	C
Tedious or Exacting Work	O
Noisy/Distracting Environment	C
Other (see 3 below)	N

(3)

